

**Melissa Golden**  
**Reporting & Data Manager**

**Project Role**

Ms. Golden manages the reporting process for the Oregon project. In this role, she develops and validates monthly, quarterly, and annual reports, manages the reporting system, and collaborates within KEPRO to develop educational and information materials for web publication and distribution to stakeholders.

**Experience Summary**

Focused and self-motivated systems, reporting and data analyst with a background in Medicaid and Medicare products with over seven years of experience in the industry. Expertise in Call Center, Care Coordination, Reporting Systems and Development, Training and Development, and Operational Compliance provides a diverse array of experience in the Medicaid and Medicare markets. Due to highly organized nature, provides analytical perspective in the typical unsystematic health management environment.

**Employment History**

**KEPRO/APS Healthcare, Tualatin, OR**

**2012 – Present**

*Reporting and Data Manager, Oregon Health Plan Care Coordination Program*

**Key Responsibilities**

- Responsible for development and timely delivery of Monthly, Quarterly and Annual reports to client
- Manage Share Point development and updates
- Collaborate closely with marketing department in development of educational and information pieces, as well as development and improvements to program website
- Lead transition and completion of outreach technology from a manual process to an automated service and continue to manage quality and performance of new system
- Develop and manage intricate system of Share Point sites for reporting, monitoring and supervisory tools for entire staff to utilize easily on a daily basis
- Assembly and maintenance of entire suite of local operating policies, procedures and workflows
- Development of local training program for RN, LCSW, LPN and Care Coordination staff on systems and processes relating to health management
- Organize upgrade of call center monitoring system and monitor call center activities

**APS HEALTHCARE, Cheyenne, WY****2010 – 2012***Office Manager/Care Coordination Supervisor***Key Responsibilities**

- Directly reported to Executive Director in charge of operations for the Wyoming location
- Lead team transition of utilization reviews completed for the state of Wyoming regarding Psychiatric Residential Treatment Facilities (PRTF) admissions and transplant prior authorizations (PA)
- Manage three FTE performing administrative and care coordination duties
- Manage acquisition and retrieval of tele-health device for Wyoming Medicaid clients
- Develop systems and processing for improved reporting and monitoring capabilities
- Manage network of Pay for Participation (P4P) providers and referrals
- Development and project management of Weight Watchers partnership program for Wyoming Medicaid clients
- Collaborate in the development of inpatient census reporting project with IT

**WYOMING OFFICE OF HEALTHCARE FINANCING, Cheyenne, WY****2007 – 2010***Program Integrity systems Manager***Key Responsibilities**

- Identified discrepancies by developing reports that identified over-utilization and outlier events in billing practices from providers
- Communicate with health care providers of medical, dental, pharmaceutical, long term care (LTC), skilled nursing facility (SNF), behavioral health (BH), development disabilities (DD), and durable medical equipment (DME) services to request medical records and discussion of determination regarding non-payment or recovery
- Reviewed post pay reviews and consulted with licensed clinical professionals regarding appropriate use of services based on medical records and billing invoices
- Provide federal false claims reports for claims paid within the entire state of Wyoming to CMS on an annual basis

**Education**

Working towards – Undergraduate Degrees (92 credits earned)

B.S. Business Administration, Laramie County Community College, Cheyenne, Wyoming

**Targeted Areas of Expertise**

SAP Business Objects

SQL Server

Microsoft Office Suite